

FAQ

What kind of device can I use to take a Mind Oasis class?

You can use any device to sign on! If you want to be able to interact with your classmates and teacher through video, you must use a device with video capabilities, which means your device must have a built-in or attached camera. Otherwise, you can use a home phone, a cell phone, a tablet, a desktop, or a laptop. Devices that do not have video will only allow you to participate with audio. Of note, if you use your iPhone or other smart device, please download the “ZOOM cloud meetings” application before signing on so that you have both video and audio capability.

For device specific instructions for joining a class, visit click this [link](#) and scroll until you see “Instructions” and you will see various devices listed below. Click the relevant device to view the instructions.

I’ve registered for a course... now what?

Thanks so much for joining the Mind Oasis community! You will receive an email from Paypal with a receipt for your payment - shortly thereafter - within 24 hours or so, you will receive a note from our founder, Kelly Schwartz, with the link to join the class and/or further instructions.

I’ve never used a live video format and I’m concerned that I won’t be able to get everything working properly. Is there tech support available to help me?

Every series and workshop is facilitated by a Mind Oasis teacher or host who will be signed into the class fifteen to twenty minutes before the class begins to offer support and ensure that you have an amazing experience. Please plan to arrive to your first class 15-20 minutes early to troubleshoot any settings on your device that need adjusting. If you're dropping in for a Meditate on the 8s class for the first time, a teacher will be signed on early to help get you situated. You can also email kelly@themindoasis.org if you're having difficulty getting started.

I registered for a series, but just realized I won’t be able to attend one of the classes. What should I do?

All of our classes are recorded and we will send you the recordings within 48 hours after the live class takes place so that you’ll never miss a class for which you’ve enrolled. Bonus--even if you are able to attend the class, you’ll receive the recording so that you can continue to use the guided meditations for as long as you’d like. Note: no recordings are sent out for Meditate on the 8s classes.

I want to try a class, but I like my classes to be interactive. Is Mind Oasis for me?

You’re in the right place. All of Mind Oasis’ classes are live and interactive. You will have the opportunity to speak to your teachers and classmates, as well as quiet time for meditating in community. If you want to get a taste of what our classes are like before committing to a full series, [drop-in to one of our FREE Meditate on the 8s classes!](#)

Do I have to be at home to join in a class?

Absolutely not. You're welcome to join from your home, your office, a friend's house, a library conference room--anywhere with a wifi connection and a quiet space. We've had folks even join from their car (not driving of course)!

I'm nervous about meditating with a community online. Is there a way I can try it out?

Check out our [free drop-in program Meditate on the 8s](#)! If you're interested in seeing what we're all about, this is a great way to experience Mind Oasis risk free. You can also join many single classes as a drop-in student if you want to try it out before you commit to a series. Check out our [current class offerings](#) and look for free offerings or classes you'd be interested in trying. They will say "Drop Ins Welcome" on the class registration page.

It's my first time using Zoom. Do I need to create an account?

Nope! You can if you want to, but if you simply click the link to join your class you can follow the prompts on you screen to get started. If you're using a mobile device for the first time you will be prompted to download the ZOOM cloud meetings app before you can join a class.

My sound isn't working. What should I do?

First, ensure that the volume on your device is turned all the way up. Then look for the little microphone icon on your screen. If this is red with a line through it, you're on 'mute.' Click the icon to unmute yourself. If your sound is working, but you're sounding very soft to others, check the internal microphone volume on your computer. If you're still having trouble, you can send a 'chat' message to the host of the Mind Oasis class on Zoom for more troubleshooting advice.

To watch a short video tutorial on configuring audio for the first time [click here](#), scroll to 'Audio, Video, & Sharing' and select the 'Joining & Configuring Audio & Video' tutorial. You also have the option of dialing in to any class through your cell phone. Find your

My video isn't working. What should I do?

First, ensure that your device supports video. If you're on a desktop computer, you must either have a built in camera or camera attached. If you're on a cell phone, you must have first downloaded the free "ZOOM cloud meetings" app for video to be supported. There should be a small icon of a video camera on your screen. Try selecting and deselecting this icon to turn video off and on. If this does not work, send your Mind Oasis host a 'chat' message asking if they can manually turn on your video.

To watch a short video tutorial on configuring video for the first time [click here](#), scroll to 'Audio, Video, & Sharing' and select the 'Joining & Configuring Audio & Video' tutorial.

I dialed in on a telephone and can't figure out how to mute or unmute myself.

To control your mute settings from a telephone, dial *6.

I'm unable to view all participants when I log onto Zoom for a class. How can I change my view?

You should see a small square box on your screen with little squares in it. Click this button to change the view from speaker view to gallery view. You can choose your preferred setting here. On smaller devices you can typically swipe left and right to see others as well. Play around with what setting works best for you and your device.

I'm interested in joining a class, but I'd rather not be seen on video. Is this an option?

You always have the choice of whether to turn your video on or off during a class. Perhaps you normally participate, but you're having a hard day and would rather join in the class without being seen. Maybe it's not your thing at all and you'd prefer just to watch the class every week. You can sign onto Zoom and select the 'Stop Video' button. Other people in the class will see your name, but not a video.

I'm used to my meditation being private and personal and prefer not to share my experiences. Is that okay?

Most Mind Oasis classes offer the chance for a discussion to enhance your practice, however on any given day all students are welcome to pass on sharing. There is never any expectation and your wish for privacy will always be respected.

Is there any certain etiquette for taking on online class?

Some things to consider that make the online meditation experience more enjoyable for all:

1. Arrive 5-10 minutes early, as if you were arriving at a studio to practice. That way you can chat with others ahead of time and get yourself all situated with the technology. If it's your first class, please arrive at least 15 minutes early to troubleshoot any technological issues that may arise.
2. Make sure you have what you need at hand. Moving on and off the screen can be distracting. Have your cup of tea, meditation cushion/set-up close-by, and layers that you can take on and off as necessary during the session. If you should have to get up, please stop your video during the transition.
3. When you arrive – try to get your video situated so we can see your face and shoulders.
4. Try to position your computer so that there is good lighting and you are able to practice just how you like! That may mean using a card table or pillows to “host” your computer next to where you typically meditate. If you are going to sit on a chair, be sure your feet are able to touch the ground and that your back is nice and tall.
5. Consider a few moments of movement before you join the meditation. Practice some of your favorite stretches or asanas so that you arrive refreshed and ready to enjoy our time together.
6. Try to stay present during the event. Turn off computer notifications if possible. Stow away your cell phone and encourage your family/friends/roommates to let you have this sacred time. Once we get started, you'll be asked to mute your computer during the meditation/s.
7. If you are going to take some notes during class (and we encourage you to do so if you like!), please use a good old-fashioned pen and paper. It is quite distracting to the teacher if folks are on their cell

phones, as it feels like they are texting and not present. Thank you for helping create a mindful atmosphere.

8. If you are in transit (on a bus, in a car, etc) we encourage you to join in with a headset and ask that you stop your video. This will prevent distracting other members of the class with your moving background. If you yourself are driving, please dial in through the phone number and use a hands-free option. We encourage everyone to be in compliance with the law and to put their safety first!